



# Service Management

Do more with less using MDS remote managed services for systems, storage and backup

MDS has developed a cost effective remote managed service that is designed to complement your existing IT team, allowing you to reduce risk, improve service levels and increase return on investment.

Challenge	Solution	Benefit
Systems outages often occur as a result of poor process and control.	The MDS ServiceDesk is staffed with experts in the technology we manage with many years of experience.	The risk is mitigated by virtue of the many years of experience within the MDS ServiceDesk combined with stringent change management and best practice underpinned by ITIL processes.
You are exposed to considerable risk from staff turnover.	Service Management is designed to help you run vital operational systems and reduce the dependency on individual IT staff members.	The likely impact of staff turnover is significantly reduced (if not eliminated) and the costs are reduced.
Adopting new technology and managing change is often hindered by lack of skills and resources.	Service Management reduces the risk of adopting new technology as we have the experience and skills on hand to manage the change.	Risk is reduced and new projects can be delivered on time at a lower cost.
Service levels are often difficult to achieve and measure with your internal IT resources.	Service Management includes clearly defined service levels that are consistently met.	Service is improved, your existing IT resources are freed up to focus on business development and the measurement of success is easy to communicate.
You need to move to a 24x7 operation but the cost of employing additional IT staff to meet this requirement is prohibitive.	MDS Service Management (Gold & Platinum) provides 24x7 monitoring and management to meet the requirement without the need for you to employ 24x7 teams.	You can be assured that your key systems will be monitored and managed 24x7 at a fraction of the cost of creating your own 24x7 operations team.
IT budget constraints result in lack of resource to manage day-to-day operations and new projects.	MDS can manage key operational infrastructure such as systems, storage or backup at a lower cost, often with improved service levels.	Frees up your valuable resources to focus on project work and allows scalability without having to employ more staff.

## Service Management

MDS's remote managed service has been explicitly designed to deliver operational tasks such as system, storage or backup administration more reliably and at a lower cost than employing dedicated staff. Let's face it, do you ever have enough staff in your IT Team? So why not let our team take some of the strain and allow you to focus your valuable resources on their core competencies – business development projects.

You may also be exposed to risk that could impact service without realising it. How many times do your operations rely on the knowledge or experience of one person in your team? What if that person leaves the organisation? MDS's unrivalled experience combined with sound best practice and ITIL processes has created a service delivery model that provides best value to our customers. Our team becomes a virtual administrator working hand in hand with your existing team to help you extract best value from your infrastructure and plan for the future.

## Operations

Service Management is delivered from the MDS Network Operations Centre. The MDS team will monitor the vital processes 24x7, respond to alerts, manage change in the environment, implement updates and provide monthly reports on the service performance.

All of this is overseen by an MDS Service Delivery Manager who will conduct quarterly review meetings to ensure the service is delivering against the promised Service Level Agreements. Customers are billed quarterly or annually.

The table below shows the three levels of Service Management available:-

	Silver	Gold	Platinum
24x7 SERVICE DESK		●	●
8x5 SERVICE DESK	●		
24X7 MONITORING	●	●	●
ADMINISTRATION SERVICE	●	●	●
CHANGE MANAGEMENT	●	●	●
COOPERATIVE SUPPORT	●	●	●
REPORT PACK	●	●	●
SYSTEM DOCUMENTATION MAINTENANCE	●	●	●
QUARTERLY SERVICE REVIEWS		●	●
BI-ANNUAL SERVICE REVIEWS	●		
CUSTOMER PORTAL ACCESS	●	●	●
DR TESTING & FAILOVER MANAGEMENT			●

### About MDS

Managed Data Storage Ltd (MDS) is dedicated to providing high quality, innovative services combined with best in class technology to deliver alternative solutions to traditional IT infrastructure problems. MDS was formed to fill a market demand for a provider of annuity services that truly understands how to integrate infrastructure technology.

MDS has invested time and money into building the infrastructure to support a range of managed services that are designed to help our customers achieve three objectives:-

- Reduce Risk
- Improve Service
- Increase Return On Investment

MDS set out to break the managed services mould. By taking a productised approach, it has simplified the process of delivering each service and created a repeatable model that allows it to deliver against these objectives cost effectively.

MDS offers 24x7 service from its Operations Centre in Chesterfield.

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